

United States District Court Request for Quote

Kentucky Western District Digital Audio/Video Recording Systems 2014

Introduction

Overview

The United States District Court for the Western District of Kentucky (the Court) is seeking a contractor to replace its current Voice-IQ courtroom audio recording systems with digital audio/video recording systems meeting the specifications listed in the Statement of Work below. The new systems shall provide a digital method of capturing, storing, searching for, retrieving, copying, and playing back digitally-recorded audio and video of courtroom proceedings.

The contractor will be required to provide and install a total of eleven (11) digital audio/video recording systems, with four (4) of the installations in Louisville, KY, two (2) in Bowling Green, KY, two (2) in Owensboro, KY, two (2) in Paducah, KY, and one (1) on the U.S. Army base at Fort Campbell, KY. A complete listing of courtroom numbers and locations is provided below.

Quotes may be mailed, e-mailed or personally delivered to the person listed below. All quotes shall be received by March 31, 2014, 5:00 p.m. EDT, to be considered eligible. Submit a technical proposal describing your approach and project management in accordance with the attached statement of work.

A fixed price award from this RFQ will be made based on the lowest priced, technically acceptable offer.

Offerors shall provide a pricing spreadsheet on which they state a firm fixed price per installed system at each location (inclusive of the purchase price for the hardware, software, installation, travel, training, warranty and technical support). The Court reserves the right to limit the number of digital systems which will actually be installed. All proposals submitted shall abide by the terms and conditions included in the GSA schedule and any additional terms and conditions attached to this RFQ.

All items shall be quoted FOB Destination.

RFQ Title:	Kentucky Western District Digital Audio/Video Recording Systems 2014
Questions:	<p>Questions shall be received in writing (email, or letter) no later than March 26, 2014. If questions are received, the Court will respond to all Offerors in writing.</p> <p>email: trevor_wallis@kywd.uscourts.gov</p> <p>mail: Trevor A. Wallis Director of Information Technology United States District Court 601 W. Broadway Suite 106 Louisville, KY 40202</p>
Submit Proposal to:	Trevor A. Wallis (same address as listed above)
Proposal Due Date:	<p>March 31, 2014 (5:00 p.m. EDT)</p> <p>Proposals shall be valid for 60 days from due date.</p>
Projected Award Date:	April 30, 2014
Required Installation Date:	Complete installation of the digital recording system in one courtroom in Louisville shall be made within thirty (30) days after the award. The installation of the remaining systems shall be completed within sixty (60) days after the award. Any delays will be approved by the Court in writing.
Project Locations:	<p>601 W. Broadway, Louisville, KY (4 Courtrooms)</p> <p>241 E. Main St., Bowling Green, KY (2 Courtrooms)</p> <p>423 Frederica St., Owensboro, KY (2 Courtrooms)</p> <p>501 Broadway, Paducah, KY (2 Courtrooms)</p> <p>Ft. Campbell Army Base, Ft. Campbell, KY (1 Courtroom)</p>

General Information

Introduction	The following information is provided to give the Offeror a better understanding of the Court's current systems and requirements.
General information	<p>The Court currently uses Voice-IQ Encompass version 1.0.0.1 (2006) to record court proceedings in all courtrooms in 4-channel audio. The court provides balanced line-level audio outputs from its courtroom audio systems to these recording systems.</p> <p>The data from all digital recording systems shall be recorded in the courtrooms and shall be saved to a central network storage location designated by the court.</p> <p>Each system shall utilize a court-provided PC on the Court's network for recording. The digital recording software will be operated by a courtroom deputy, electronic court recorder operator (ECRO), law clerk or judicial assistant.</p> <p>The digital recording software for each system shall have the capability for the operator to annotate the recording. The judge, law clerk and/or courtroom deputy will need to retrieve and play-back the recordings in chambers and will need to ability to view the annotations and skip to sections marked by them. Saved recordings shall be available for retrieval and play-back from any PC on the court's network.</p> <p>The digital recording system shall have the capability to create a file of the court proceeding or part of the proceeding that could be sent to participants or a transcriptionist by email, by FTP, on a CD/DVD, USB drive, or similar digital media.</p>

Statement of Work

Introduction	The <i>Statement of Work</i> identifies the requirements of the Court and will be used as the standard for determining the rights and obligations under the procurement.
Compatibility	<p>The following compatibility features are required:</p> <p>Forward compatibility: The Court maintains civil hearings for at least 10 years and criminal hearings for at least 20 years. The proposed system shall utilize media which is expected to be upgradable to future technologies with low associated costs.</p> <p>The system shall work in conjunction with currently implemented audio/video systems and the network environment. The court will provide balanced line-level audio outputs for each channel.</p>

Recording capabilities

The digital recording system is required to:

Record audio to the local PC.

Simultaneously record audio to a secondary or back-up location.

Automatically archive audio recordings to a network storage location designated by the court (CIFS or SMB).

Capture audio in up to 8-channels for the purpose of allowing a transcriptionist to isolate the speakers during the transcription process or for other listeners to better hear the testimony.

Include software support for up to 32-channels of audio recording. The Court requires hardware support for 8-channels at this time, but the software must be capable of recording up to 32-channels for future expansion.

Search, retrieve, and play back digital audio on demand from any PC in the court's network.

Record and store audio to the same level of quality or higher than the current Voice-IQ recording system.

Allow for sidebar testimony to be recorded and then allow for the recorded sidebar information to be either included or not. Further, access to inadmissible recordings shall be controlled based on user rights.

Have the capability to stop recording for bench conferences, recess, and off-the-record testimony.

Provide a low audio-level "beep" or similar warning sound when recording is paused or the system is not receiving audio.

Support the ability to enter new case information, requiring only a case number or attendee name, and the subsequent capability to modify the entered information and input additional data.

Provide the capability to stop and restart recording for the same session or case over several days.

Provide the capability to recall an earlier case, linking or merging the previous audio record with the new audio record and automatically creating the required annotation within the log sheet.

Ability to record one channel of video with optional expansion to eight channels of video.

Recording system shall be audio-codec independent.

Annotation software

The annotation software is required to:

Option for at least two people to annotate and/or post annotate per system.

Allow the log notes to be kept private from others via security controls.

Include the ability to define and use case-specific and session-specific hot keys (pre-set values for typical speakers and actions) which are specific to each case (versus specific to a day or a half-day session.)

Minimize the number of keystrokes in logging: press a hot key and immediately begin logging (versus having to press the enter key or tab key before being able to log.)

Allow judges, attorneys, witnesses and other participants to be instantly selected from a displayed, customized, pre-set list (pick-list).

Support the integration of scanner technology to capture, attach and annotate documents presented as evidence.

Support the ability to attach files to the annotation, such as .pdf's and .jpg's.

Provide the capability to make time-synchronized post annotations to audio files.

Provide the capability to customize speaker and event label displays to reflect the current environment.

Automatically identify or annotate the following events: Start and stop of recording, pause and end-of-pause.

Monitoring

The monitoring system is required to:

Provide visual confidence monitoring (VUE meter or similar) during recording so the operator knows it is recording.

Provide simultaneous audio confidence monitoring of the audio recording and playback of the audio to the court sound system or to attached speakers.

Include audio outputs which allow for two (2) headsets to be used to monitor the full mix of the channels of audio being recorded. The system must also allow the operator to selectively monitor audio on individual channels. Recording clerks will monitor the integrity and completeness of the recording while the audio is being digitally recorded.

For each recording system provide a high-quality headset.

Playback	<p>The playback functionality requires that:</p> <p>Audio played back from the vendor's logging software can be retrieved by a case-number search, keyword search, party name search, or date/time search.</p> <p>The player shall have the ability to isolate the recorded channels individually or a mixed combination of the channels.</p> <p>The system must support simultaneous (read-only) access to audio files by judges, law clerks, courtroom deputies, ECROs, and judicial assistants.</p> <p>An application to enable the playback of audio files, isolation of channels, and viewing of annotations must be included and licensed for all users in the District. The player application shall be easily accessible, i.e., available via a web download from the vendor's host website or included with distributed audio.</p>
Output formats	<p>The system output requirements shall:</p> <p>Include the capability to automatically convert the audio files to an open standard ".wav" or ".mp3" format to allow conversion to other formats and playback without the use of any proprietary player.</p> <p>Allow copying of common non-proprietary audio file formats so they can be played without the use of a computer (CD player, etc.).</p> <p>All authorized users shall be able to simultaneously save audio sessions, or portions of sessions, to a portable media, such as a CD or a file that can be emailed, FTP'd, or otherwise transferred electronically to another party. Users shall be able to perform said actions at any office PC or any courtroom PC on the Court's network.</p>
Security	<p>The system security requirements include:</p> <p>A method for authentication of all valid users on the system.</p> <p>The ability to disseminate audio files to users in a "read-only" capacity.</p> <p>Security controls for access to all annotations and audio files.</p> <p>The capability to mark an entire case, or portion of a case as sealed and restrict access to audio recordings.</p>
System failures	<p>The court shall be allowed to install backup copies of the recording software for immediate deployment in the event of a hardware or systems failure.</p>

Performance Requirements	<p>The recording software shall start and be ready to record within 10 seconds of program initiation. This requirement assumes that Microsoft Windows is already running.</p> <p>The software allows a trained ECRO operator to initiate a new recording session (new case) in 5 seconds or less.</p> <p>The software saves recorded audio to multiple locations within 1 second of actual recording.</p> <p>The software shall automatically back-up or archive recordings to central network storage within 30 seconds of recording completion.</p> <p>All users throughout the courthouses shall be able to access (search, retrieve, playback) access recordings from any PC on the Court's network within 30 seconds of recording completion.</p> <p>The software shall be free from crashes, hangs, freezes, and similar incidents that prevent uninterrupted use. For burn-in testing, the court will expect to see each system perform 100 continuous hours of operation without failure or incident.</p>
Documentation	<p>The following documentation items are required:</p> <p>Manual(s) for hardware components. Examples of hardware components are sound cards, mixers, file servers, stand-alone recording systems, DVD burners, etc.</p> <p>Manual(s) for all database or other general software.</p> <p>A user guide shall be made available for each user of the recording and annotating software.</p> <p>A user guide shall be made available for each user of playback software.</p> <p>The Court will be allowed to copy any manual or documentation provided from the Offeror without any copyright restrictions.</p> <p>Documentation will be provided in an electronic format (PDF file or similar).</p>

Installation and configuration	<p>The Offeror is required to:</p> <p>Provide, install and configure four (4) permanent digital audio / video recording systems in Louisville, KY</p> <p>Provide, install and configure two (2) permanent digital-audio / video recording systems in Bowling Green, KY</p> <p>Provide, install and configure two (2) permanent digital-audio / video recording systems in Owensboro, KY</p> <p>Provide, install and configure two (2) permanent digital audio / video recording systems in Paducah, KY</p> <p>Provide, install and configure one (1) permanent digital audio / video recording system ion the U.S. Army base at Fort Campbell, KY</p> <p>Assist the Court in installing and configuring any software on court PCs.</p> <p>Work with the current sound system vendor as to not disrupt system warranty and/or maintenance contracts.</p> <p>For all installations, the court will provide at least one technical support staff to assist in integration with the Court’s network and existing audio systems.</p>
Training	<p>The following training is required:</p> <p>A total of three (3) user training sessions in Louisville, KY shall be held while on-site for the system installations. Training shall cover software functionality, troubleshooting, and effective use of the software, including setting up hot keys and searching.</p> <p>User training shall accommodate a class size of up to twelve (12) people.</p> <p>Two (2) IT training sessions shall be held in Louisville, KY.</p> <p>IT training shall cover hardware configuration, software functionality, troubleshooting, maintenance and use.</p> <p>The training requirement is complete when users are satisfied and the Court has approved the training in writing.</p>

Warranty	<p>The system warranty requirements include:</p> <p>The vendor shall provide a minimum warranty period of one (1) year upon system acceptance, which shall cover repair of any vendor-provided hardware, correction of software errors, software updates, as well as any other associated costs such as travel.</p> <p>Vendor-provided hardware and software trouble calls shall be acknowledged within two (2) business hours.</p> <p>A plan for problem resolution shall be communicated to court personnel within four (4) business hours of the initial trouble call.</p> <p>If a problem remains in effect and has not been determined to require a hardware return, a vendor-authorized representative shall provide on-site assistance within twelve (12) business hours of initial trouble call.</p> <p>If a software problem cannot be resolved, the Offeror shall provide next-day replacement of the system, if so requested by the court, so that proceedings are not delayed.</p>
Other	<p>Other requirements of the system shall include:</p> <p>Open standards to support networks, Internet and case management systems, with the flexibility to meet the future needs of the Court.</p> <p>Integration with the Court's CM/ECF program in order to automatically produce daily docket schedules and pick-lists.</p> <p>An integrated ODBC relational database which stores annotations for search functionality, stores information on archived audio, and links the audio files with the annotations.</p>

Pricing / Submission Requirements

Introduction	<p>The Court intends to issue one fixed price order for the systems. The Court may decide to award a purchase order for a lower number of systems than stated in the RFQ, and/or to award an order for installation of systems in some, but not all, of the locations stated in the RFQ. The Court also reserves the right not to make an award resulting from the RFQ.</p>
Pricing Spreadsheet	<p>Vendors shall submit price quotes in a pricing spreadsheet in Excel format. Fixed prices must be provided on a per installation, per geographic location basis, and the fixed price must include all costs associated with the provision, installation and support of the audio recording systems as required by the Statement of Work, including, without limitation, costs of hardware, software, training, implementation, documentation, warranties, support, updates and travel."</p>

Maintenance Agreements / Upgrades	The Offeror shall define and provide pricing for annual maintenance agreements and upgrades for each installed courtroom digital system which would be effective after the warranty period has expired. The Offeror shall provide separate itemized costs for maintenance agreements and upgrades, if applicable.
Other costs / informational requests	<p>The Offeror shall also price separately, the cost of the following items:</p> <p>The cost of any transcription software (basic player and enhanced version) and hardware (foot pedal) which would be needed to transcribe the proceeding. Include specifications as to the speed of the PC and version of the operating software.</p> <p>The cost of additional software to save recorded audio and video sessions to portable media, if applicable.</p>

Evaluation Criteria

Introduction	The Court intends to award a purchase order to that vendor offering the lowest priced technically acceptable quotation. The Court will consider only those proposals that are submitted in accordance with the requirements set forth or referenced in the <i>Statement of Work</i> as being acceptable.
Technically Acceptable Definition	<p>In order to be technically acceptable, a quote must meet the following three technical criteria: Functionality; Project Management Plan; and Past Performance. Failure to meet any one of the three technical criteria will cause a quote to be deemed unacceptable.</p> <p>I. Functionality - quotes will be reviewed to determine whether or not they the vendor is offering to provide an audio system with the functionality required by the Statement of Work above (SOW), and to provide installation, warranty, training and support services meeting all requirements stated in the SOW.</p> <p>II. Project Management Plan - quotes will be reviewed to ensure that they include a project management plan (timeline) which it will follow in providing the requirements of the SOW, addressing each required deliverable separately and in detail.</p> <p>III. Past Performance - vendor must provide in its quote three (3) references that show successful performance on current projects, or projects completed within the past two years, involving installation of digital recording equipment that is similar in size and scope to the effort described in the Statement of Work.</p> <ul style="list-style-type: none"> • Name and address of customer, company or Government Agency. • Name and telephone number(s) of customer contact or contracting officer. • Approximate dollar value of Offeror's services, including original estimate and actual cost, with explanation for any variances. • Description of the work performed.

	<ul style="list-style-type: none"> Dates of beginning and full completion of project. <p>The Court may contact references to verify the information provided. References for relatively minor projects will not be considered</p>
Price evaluation	The evaluated price will be the total contract price stated in the vendor's pricing spreadsheet.

PURCHASE ORDER TERMS AND CONDITIONS
Provisions and Clauses

1) Clause B-5 Clauses Incorporated by Reference (SEP 2010)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the contracting officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: <http://www.uscourts.gov/procurement.aspx>

2) The following clauses are included by reference:

Clause 3-3, Provisions, Clauses, Terms and Conditions - Small Purchases (APR 2013)

3) Provision 3-5, Taxpayer Identification and Other Offeror Information (APR 2011)

(a) *Definitions.* "Taxpayer Identification (TIN)," as used in this provision, means the number required by the Internal Revenue Service (IRS) to be used by the offeror in reporting income tax and other returns. The TIN may be either a social security number or an employer identification number.

(b) All offerors shall submit the information required in paragraphs (d) and (e) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and implementing regulations issued by the IRS. If the resulting contract is subject to the payment reporting requirements, the failure or refusal by the offeror to furnish the information may result in a 31 percent reduction of payments otherwise due under the contract.

(c) The TIN may be used by the government to collect and report on any delinquent amounts arising out of the offeror's relationship with the government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to payment recording requirements, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(d) *Taxpayer Identification Number (TIN):* _____

- ☐ TIN has been applied for.
- ☐ TIN is not required, because:
- ☐ Offeror is a nonresident alien, foreign corporation or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;
- ☐ Offeror is an agency or instrumentality of a foreign government;
- ☐ Offeror is an agency or instrumentality of the federal government.

(e) *Type of organization:*

- ☐ sole proprietorship;
- ☐ partnership;
- ☐ corporate entity (not tax-exempt);
- ☐ corporate entity (tax-exempt);
- ☐ government entity (federal, state or local);
- ☐ foreign government;
- ☐ international organization per 26 CFR 1.6049-4;
- ☐ other _____.

(f) *Contractor representations.*

The offeror represents as part of its offer that it is ☐ , is not, ☐ 51% owned and the management and daily operations are controlled by one or more members of the selected socio-economic group(s) below:

- ☐ Women Owned Business
- ☐ Minority Owned Business (if selected, then one sub-type is required)
 - ☐ Black American
 - ☐ Hispanic American

- [] Native American (American Indians, Eskimos, Aleuts, or Native Hawaiians)
- [] Asian-Pacific American (persons with origins from Burma, Thailand, Malaysia, Indonesia, Korea, The Philippines, U.S. Trust Territory of the Pacific Islands (Republic of Palau), Republic of the Marshall Islands, Federated States of Micronesia, the Commonwealth of the Northern Mariana Islands, Guam, Samoa, Macao, Hong Kong, Fiji, Tonga, Kiribati, Tuvalu, or Nauru)
- [] Subcontinent Asian (Asian-Indian) American (persons with origins from India, Pakistan, Bangladesh, Sri Lanka, Bhutan, the Maldives Islands, or Nepal)
- [] Individual/concern, other than one of the preceding.